

<b>Notice of References Cited</b>	Application/Control No. 09/753,341	Applicant(s)/Patent Under Reexamination HUBOI ET AL.	
	Examiner Thong H Vu	Art Unit 2142	Page 1 of 1

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,687,734 B1	02-2004	Sellink et al.	709/203
	B	US-6,014,634 A	01-2000	Scroggie et al.	705/14
	C	US-6,349,295 B1	02-2002	Tedesco et al.	707/3
	D	US-6,493,717 B1	12-2002	Junkin, Joseph R.	707/102
	E	US-5,999,908 A	12-1999	Abelow, Daniel H.	705/1
	F	US-6,578,066 B1	06-2003	Logan et al.	718/105
	G	US-6,526,442 B1	02-2003	Stupek et al.	709/224
	H	US-6,490,617 B1	12-2002	Hemphill et al.	709/223
	I	US-6,343,320 B1	01-2002	Fairchild et al.	709/224
	J	US-6,212,560 B1	04-2001	Fairchild, Steven E.	709/223
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Design of an Intelligent Web-Based Help Desk System - Thurman, Tracy, Mitchell ; www.isye.gatech.edu/chmsr/publications/smc97/dat/HelpDesk.smc97.pdf
	V	ITS-96 paper; www.contrib.andrew.cmu.edu/~plb/ITS96.html
	W	Reusable Software Components for Performability Tools, and.. - van Moorsel, Huang (1998) ; www1.bell-labs.com/user/aad/Publications/98tools.ps
	X	A Platform-Independent Graphical User Interface for SEQSEE.. - David Wishart Scott www.cs.ualberta.ca/~duane/publications/ByYear/./papers-ps/CABIOS97.ps

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

**BEST AVAILABLE COPY**